From: Farak, Sonja (DPH)
Sent: Wednesday, February 01, 2012 9:26 AM
To: Byrne, Eric (DPH)
Subject: RE: Computer issue

DPH-WS-Q236-1

From: Byrne, Eric (DPH)
Sent: Wednesday, February 01, 2012 8:20 AM
To: Farak, Sonja (DPH)
Subject: RE: Computer issue

Hi Sonja

Can you tell me the IP address or workstation ID (DPH-WS-Qxxx) of the computer that has the problem?

-Eric

-----Original Message-----
From: Farak, Sonja (DPH)
Sent: Wednesday, February 01, 2012 8:07 AM
To: Byrne, Eric (DPH)
Subject: Computer issue

Hi Eric-

I have a computer issue here in the Amherst Drug Lab. At first, when I tried to log on, it told me that it could not load my personal settings, etc. but let me log on without them. In the past, when this has happened, I could hard boot the computer and try loggin on again, and most of the time I could withoput any complications. This morning, however, I tried and was not able to log on with any of my personal settings, so I can't access any of my documents, don't have the Outlook mail program set up, and do not have access to the AmherstDrugLab database. Any help resolving this matter would be greatly appreciated. Thanks.

-Sonja

Sonja Farak
Amherst Drug Lab
413-545-2601

From: Byrne, Eric (DPH)
Sent: Monday, April 11, 2011 4:17 PM
To: Farak, Sonja (DPH)
Subject: RE: Incident 708746 Transfer

Sonja, Are you able to login now?

1

-----Original Message-----
From: Dole, William (DPH)
Sent: Monday, April 11, 2011 2:55 PM
To: Byrne, Eric (DPH)
Cc: Farak, Sonja (DPH)
Subject: RE: Incident 708746 Transfer

Hi,

Please have Sonja try again.

I needed to update the table tblSecurity.

Thanks,

Kip

-----Original Message-----
From: Byrne, Eric (DPH)
Sent: Monday, April 11, 2011 12:28 PM
To: Dole, William (DPH)
Subject: RE: Incident 708746 Transfer

Hi Kip,

Sonja Farak at Amherst site is not able to access the AmherstDrugLab database. She gets an error message stating that she does not have permission to access the Amhersdruglab application. I looked at it and it does not seem to be a local rights issue. Could it be an enternal error message?

If there is anything I can do let me know.

Thanks,
-Eric

-----Original Message-----
From: Dole, William (DPH)
Sent: Wednesday, April 06, 2011 10:37 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 708746 Transfer

Eric,
I called Jim and he is all set now.
I told him to run the exe runbostonfromamherst.exe

Thanks,

Kip

2

-----Original Message-----
From: Byrne, Eric (DPH)
Sent: Wednesday, April 06, 2011 9:48 AM
To: Dole, William (DPH)
Subject: RE: Incident 708746 Transfer

Kip,

I am trying to launch using the shortcut Q:\APPS\DRUGLAB\STARTDRUGLAB.EXE from a Citrix desktop. Are you saying to unzip that file into Q:\APPS\DRUGLAB? It looks like those files are already there.

-----Original Message-----
From: Dole, William (DPH)
Sent: Tuesday, April 05, 2011 10:13 AM
To: Byrne, Eric (DPH)
Subject: RE: Incident 708746 Transfer

Eric,

Good morning.

Rename this file to vfpdlls.zip then upzip the contents to the same directory where Citrix is trying to start the Druglab application and it should work.

Thanks,
Kip

-----Original Message-----
From: Byrne, Eric (DPH)
Sent: Monday, April 04, 2011 1:03 PM
To: Dole, William (DPH)
Subject: FW: Incident 708746 Transfer

Hi Kip,

Are you the contact for the Druglab application that Jim and Sharon in Amherst use? If so, they were migrated to EHS last week and now the druglab application is not launching on their desktops. The local app is OK as I understand it, but not the one through the Menu folder at SLI.

I tried setting up a Citrix connection for them but receive the error message that the app cannot find the Foxpro support libraries. Any ideas?

Thanks,
-Eric

-----Original Message-----
From: ServiceDesk v11 Notification [mailto:NoReply@Noreply.com]
Sent: Monday, April 04, 2011 10:12 AM
To: Byrne, Eric (DPH)
Subject: Incident 708746 Transfer

Incident 708746 Transfer.
Assigned to: Byrne, Eric D
Customer: Hanchett, James L
Description: ARHO - REMOTE Network access issues after upgrade.
413-545-2607

This Incident has been reassigned to you or your group.